

Hearing Care Anywhere: Revolution in Remote Programming

Education & Training

 @StarkeyHearing



CAN YOU HEAR ME?

If you have any technical problems, please stay logged
on and call Audiology Online at
1-800-753-2160




This session is
available for
1/.1 CEU

Must stay
logged on for
the full session

Must
successfully
complete a
short quiz



Helpful Tools

- Check the File Share pod for helpful downloads
- Chat Box may be used for questions
- Use the  icon to enlarge your viewing area



Course Objectives

- Attendees will know how to enable remote programming within the Inspire programming software
- Attendees will know how to use the Hearing Care Anywhere Dashboard software
- Attendees will know the steps patients must follow within the Thrive Mobile app to request remote programming of their Livio AI/Livio hearing aids



livio^{AI}

World's First
Healthable Hearing
Aid with Sensors and
Artificial Intelligence







Body and
Brain Tracking



Translate



Natural user
interface
tap control

Coming Soon



Heart Rate
Measurements



Thrive™
Assistant



Self Check for
Hearing Aid
Performance



Fall Detection
and Alert System



Voice-to-Text
Transcription



Rechargeable

New





Our Best Sounding and Best Performing Hearing Aids



livio^{AI}

2400
with Healthable
Technology

livio

2400,
2000, 1600,
1200, 1000

Snap Fit Smart Receiver Matrix Options:
107/40, 115/50, 120/60, 130/70



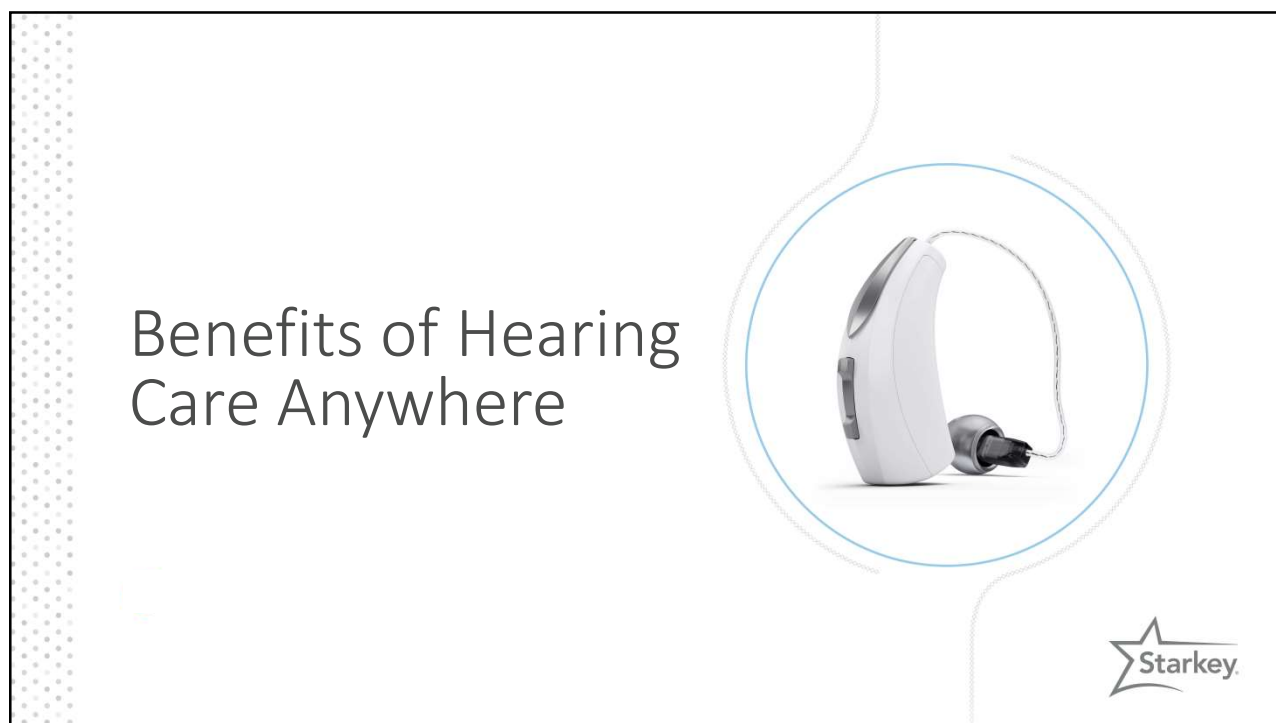
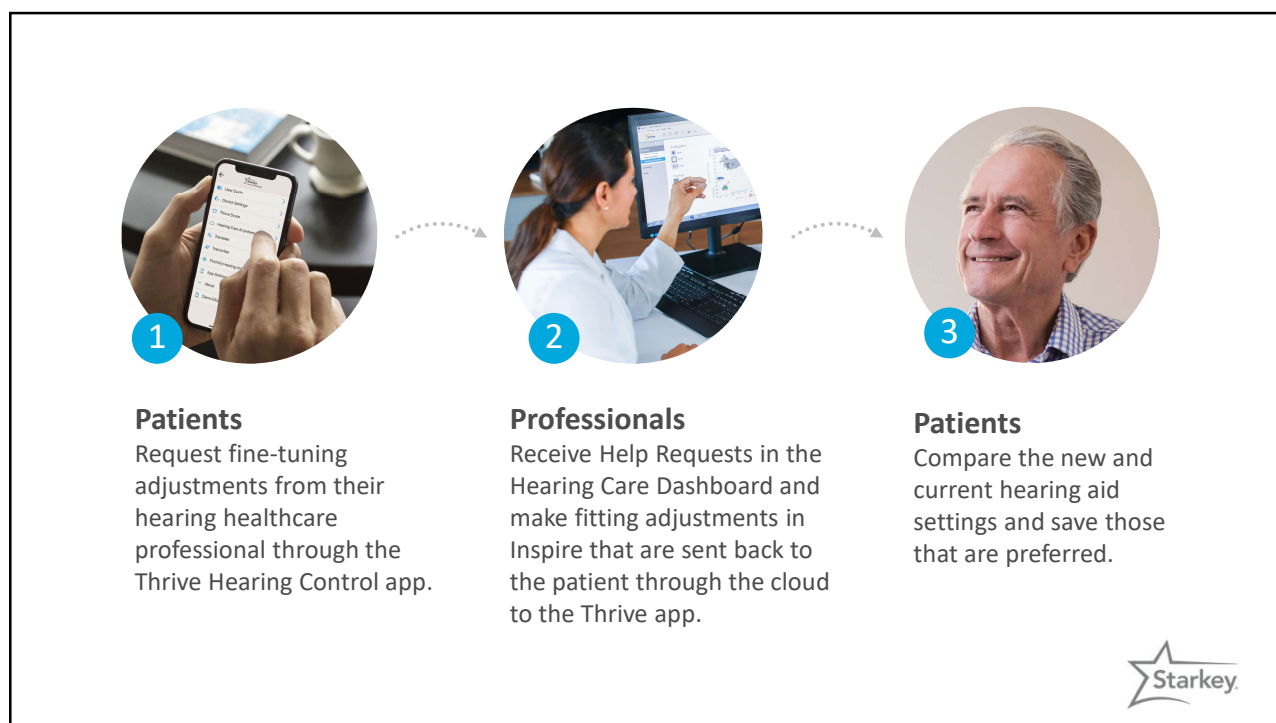
Hearing Care Anywhere

Telehealth system featuring remote hearing aid programming capabilities

Professionals can troubleshoot and improve the patient experience by delivering programming adjustments directly to a patient's smart device and hearing aids with no need for a personal visit.

Meets all Health Insurance Portability and Accountability Act (HIPAA) and General Data Protection Regulation (GDPR) regulations.





Increase Access to Care

Rural locations

Long travel distances

Parking challenges

Transportation limitations



Improve Continuity of Care

Mobility issues

Travel challenges

Inclement weather

Time off from work

Other health conditions
that take precedence



Reduce Costs

- Less time-intensive than an office visit
- Office visits can be reserved for activities that require physical presence and expertise
- Minimizes time away from work for the patient
- Reduced travel expenses for both the patient and professional

Fine tuning appointments

Represented the largest number of total appointments*

*Larger European Retail chain selling multiple brands.

More Than
75%
OF PATIENTS
REQUIRED MORE THAN
Two Fine Tunings*



Increase Patient Engagement

Patient Driven Care

Collaboration between professionals and patients

Patients

- Have a voice
- Participate in decision-making
- Play an active role in optimizing their amplification experience



Improve Patient Outcomes

- Settings established in the office may differ from what's needed in the real-world
- Don't have to 'live with it'
- Ability to accommodate personal preferences



Increase Patient Satisfaction

- Needs are met in a timely and efficient manner
- Personalization
- Patients are empowered



Approaches to Remote Hearing Aid Programming

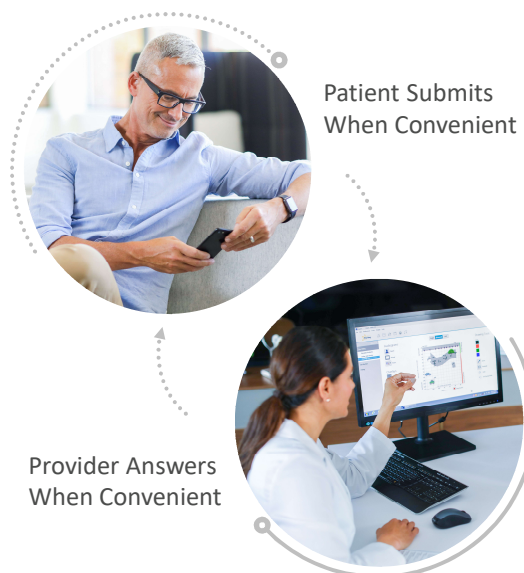
Synchronous Real Time

Live contact between provider and patient



Approaches to Remote Hearing Aid Programming

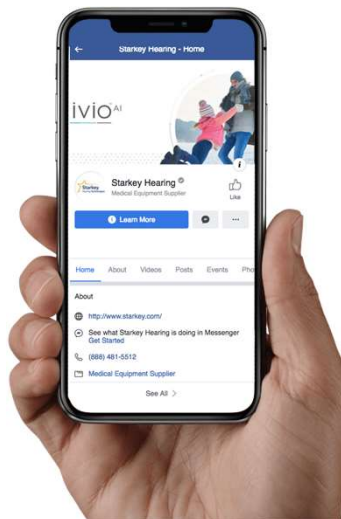
Asynchronous Store and Forward



FaceTime
Real-time



Facebook
Store and Forward





Hearing Care Anywhere

Asynchronous Strategy

- Allows both patients and professionals to manage hearing aid adjustments at their convenience
- Speed of exchange is nearly synchronous
- Concurrent video or phone call is possible

iOS and Android Compatible

- iOS: iPhone/iPad/iPod devices supporting iOS 11 or higher
- Android: A variety of devices are supported – see Starkey.com

System Requirements

Professional

- Fitting Computer
- Inspire 2018.1 or higher
- Hearing Care Dashboard
- Internet Connection
- Email Address

Patient

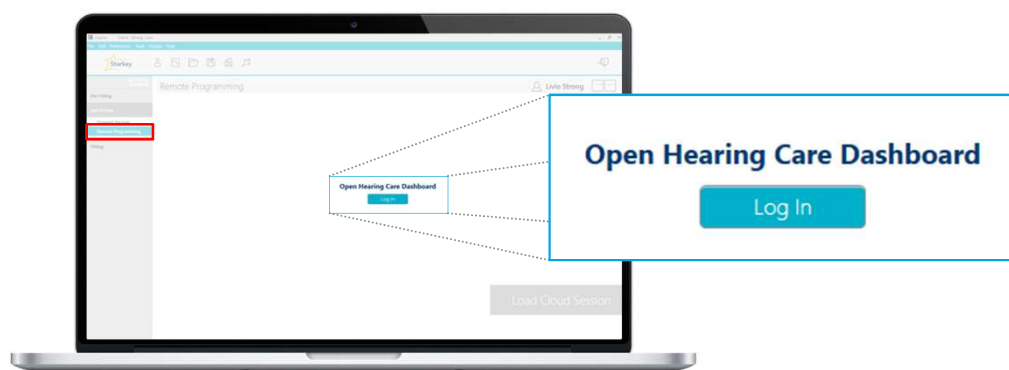
- Livio AI/Livio Hearing Aids
- Smart Device
- Thrive Hearing Control App
- Internet Connection
- Email Address



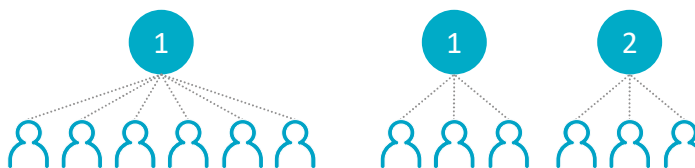
Step #1 Setting Up the Hearing Care Dashboard



Dashboard Set Up/Office Registration



Dashboard Set Up/Office Registration



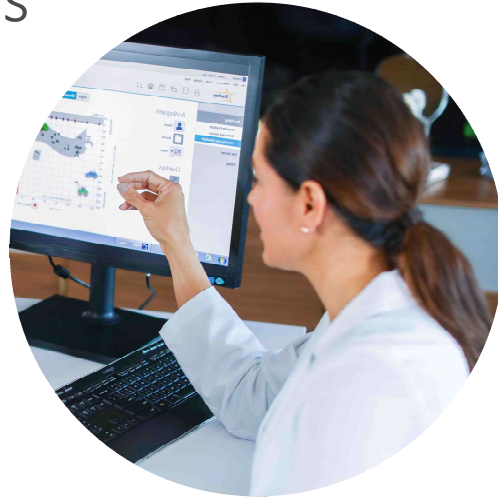
One organization with all
professionals included.
RECOMMENDED

Independent offices with
professionals in each location

NOTE: Independent offices may not be linked together to form one organization later on nor can metrics for two independent organizations be combined.

Office Administrators

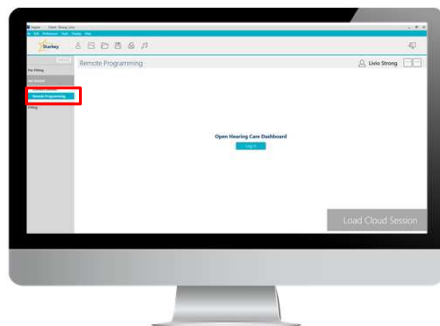
- First person to use the system/register the office is automatically an Administrator
- Add, delete and group professionals
- Assign office locations (NEW!)
- View and respond to any request in the organization
- View feature Metrics (NEW!)
- Administrative privileges may be given to any participant and roles may be changed at any time



Dashboard Set Up/Office Registration

Open Inspire, navigate to the 'Get Started' screen and click on 'Remote Programming'.

Click on the 'Log In' button to log in to the Hearing Care Dashboard.



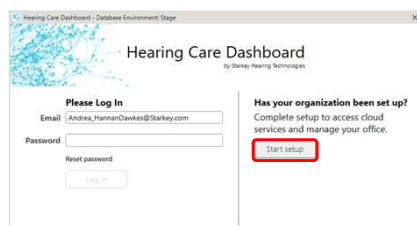
Open Hearing Care Dashboard

Log In



Dashboard Set Up/Office Registration

Click 'Start setup' to create your Hearing Care Anywhere Dashboard and follow the prompts.



Administrator Setup

This setup establishes the Administrator for the organization. The Administrator role may be updated at anytime.

Information needed to set up the Dashboard:

- A valid email address for each administrator/professional
- Account number
- Practice names, addresses, phone numbers
- Office hours

New in 2019

- Support for multi-location practices – multiple addresses and phone numbers may be used
- Provider email notification of new Help Requests



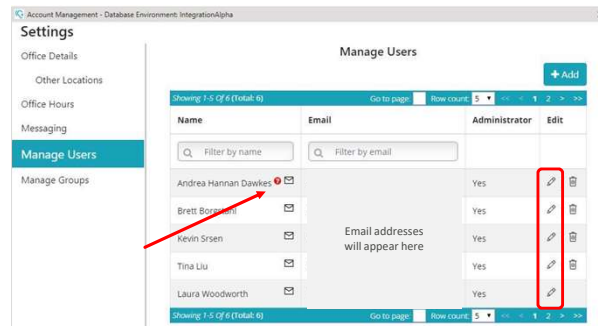
Hearing Care Anywhere Dashboard Set Up VIDEO #1



Manage Users

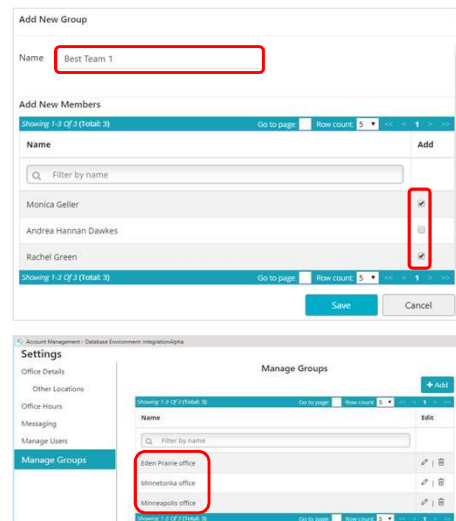
- A red question mark will appear adjacent to each professional's name until they click the verification link in the email they received AND log in to the Dashboard
- Both actions are required to receive Help Requests and be part of a group
- Use the pencil icon to assign/change locations for a provider, engage or disengage administrator privileges and email notifications of new Help Requests

INSPIRE



Manage Groups

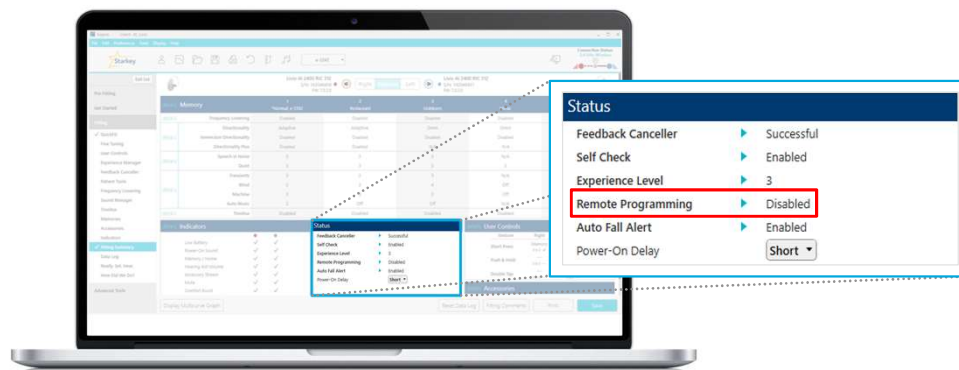
- Professionals in a practice may be grouped
- Groups have the ability to view and respond to each other's Help Requests
- Ensures requests are not missed when providers are out of the office



Step #2 Enabling Remote Programming in the Hearing Aids



Enabling HCA in the Hearing Aids



Enabling HCA in the Hearing Aids


INSPIRE

Remote Programming

Right Binaural Left

☒ ☒ Remote Programming

Code will be associated with: AI, Livio

Code: 

* Code expires three days after generation

OK

Patient Consent

Remote Programming Patient Consent

Remote Programming requires patient consent. Please review the document with the patient and Accept to enable the feature or Decline to leave the feature disabled.

Remote Services: Accessing Patient Mobile Applications

The Software is capable of connecting to a patient's hearing device mobile application cloud account ("Patient App"). Using the Software to connect to a Patient App will allow you to provide remote services. Starkey requires that a patient provide explicit consent for you to connect to their Patient App. When a patient wants to allow you access, you must use the remote programming function in the Software to generate a unique code, which will expire in a limited time ("Remote Code"). The patient must then access the remote programming function in the Patient App, and enter the Remote Code. The patient's hearing device mobile application will then prompt the patient to provide affirmative consent and authorization to allow you to connect to and access the Patient App. Once connected, you will have access to the patient's data stored in the Patient App, and be able to communicate with the patient using the Software. The patient may terminate your access at any time by choosing that option in the patient's hearing device mobile application.

You agree you are solely responsible for complying, and will at all times comply, with any and all applicable privacy and data security laws, including obtaining any required patient authorizations or consents, and providing all necessary and applicable privacy notices to patients, when using the Software.

Print Decline **Accept**



Enabling HCA in the Hearing Aids


INSPIRE

Remote Programming

Right Binaural Left

☒ ☒ Remote Programming

Code will be associated with: AI, Livio

Code: 

* Code expires three days after generation


OK

Remote Programming

Right Binaural Left

☒ ☒ Remote Programming

Code will be associated with: Strong, Livio

Code: **LN39R2** 

* Code expires three days after generation

OK

The code must be unique for each patient



Enabling Remote Programming in the Hearing Aids VIDEO #2



Good-To-Know

Sharing the code with the patient for entry in the Thrive Hearing Control app after the programming session:

- Enter the code into the Thrive Hearing Control app while the patient is in the office (BEST METHOD)
- Print the Device Guide available in Inspire at the time the code is generated
- Call, text or email the code to the patient
- Write the code down for the patient



Professional

INSPIRE

Remote Programming

Right Binaural Left

☒ ☒ Remote Programming

Code will be associated with: Strong, Livio

Code: LN39R2

* Code expires three days after generation

OK

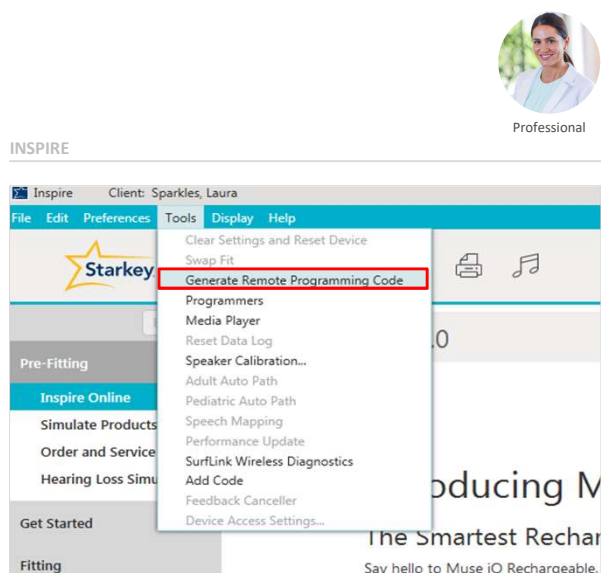


Good-To-Know

Code must be entered into the Thrive Hearing Control app within 3 days

Easy to generate a new code without the hearing aids present provided that remote programming has already been enabled in the hearing aids:

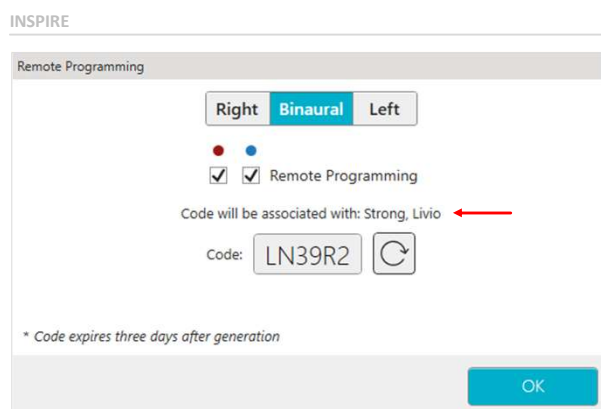
1. Select the patient in the database
2. Open Inspire
3. Go to 'Tools'
4. Click 'Generate Remote Programming Code'



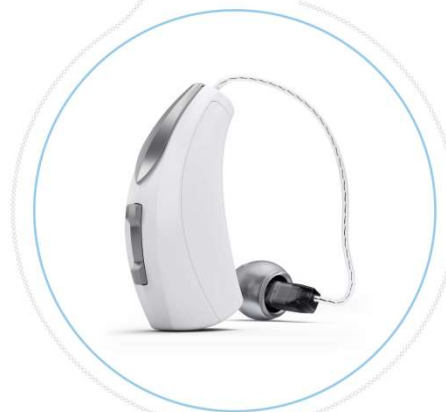
Good-To-Know

Noah 4.3 and PatientBase

- Patient's name will populate in the 'Remote Programming' box
- An easy 'Start Fitting' button will be available later when a Help Request is answered in the Dashboard

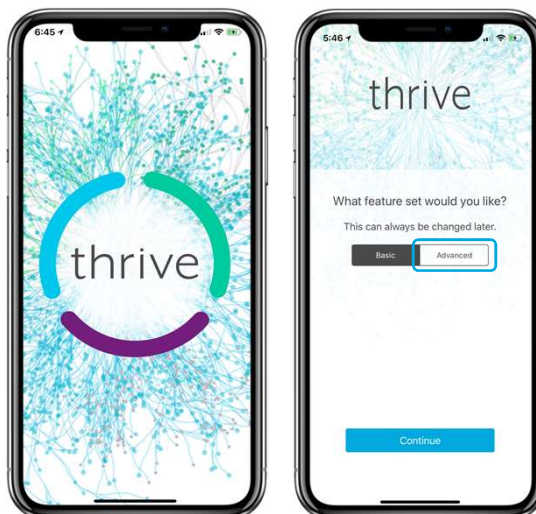


Step #3 Setting Up Remote Programming in the Thrive Hearing Control App



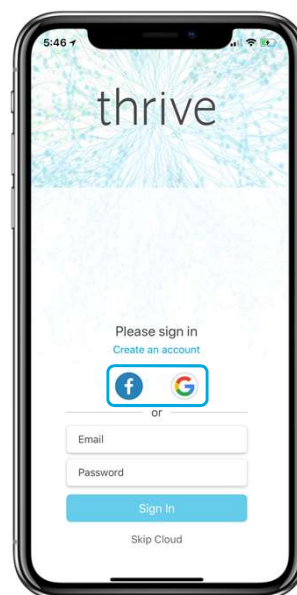
Setting Up the Thrive App

The patient will need to download the Thrive Hearing Control app from the App Store or Google Play Store and select the 'Advanced' feature set.



Setting Up the Thrive App

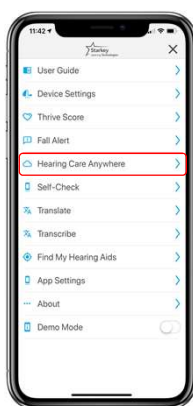
- Sign in to the cloud OR create an account
- Cloud provides the connection between the patient and the professional for remote hearing aid programming



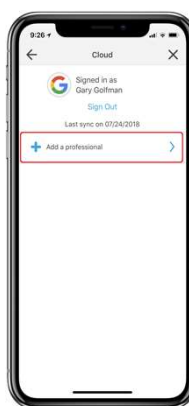
Setting Up the Thrive App



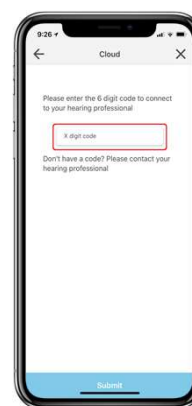
Tap the Settings Menu icon



Tap 'Hearing Care Anywhere'



Tap 'Add a professional'



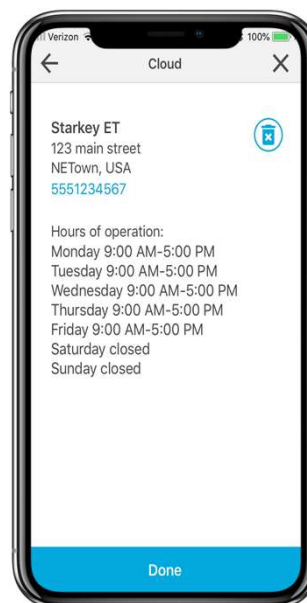
Enter the remote programming code generated in Inspire

Setting Up Remote Programming in the Thrive Hearing Control App VIDEO #3

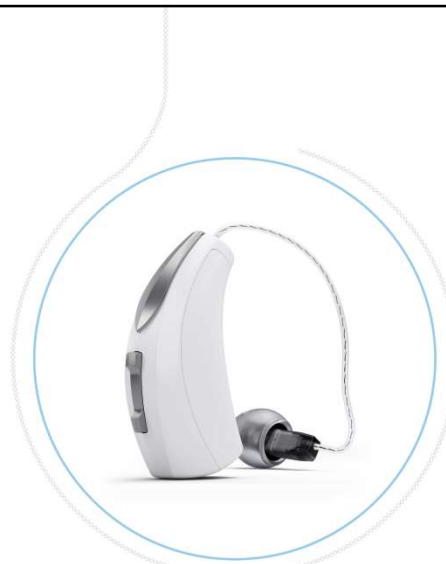


Good-To-Know

- The practice location/information assigned by the Administrator will appear in the Thrive App
- Office hours may be customized for each professional
- The patient can call the office by tapping on the phone number



Step #4 Submitting a Help Request



Submitting a Help Request

Once Hearing Care Anywhere is ready to use in the Thrive Hearing Control app, patients may submit Help Requests for hearing aid adjustments

Submitting a Help Request



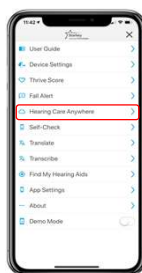
1

Open the Thrive
Hearing Control app



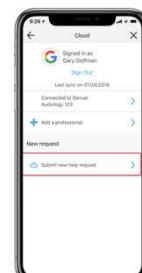
2

Tap the 'Settings
Menu' icon



3

Tap 'Hearing Care
Anywhere'



4

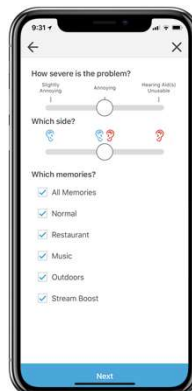
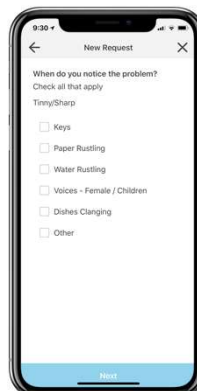
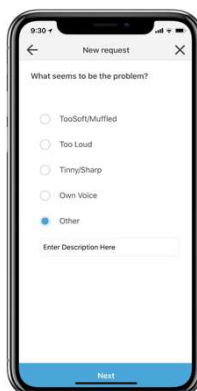
Tap 'Submit new
Help Request'



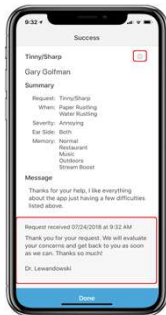
Submitting a Help Request

Questions

- What seems to be the problem?
- When do you notice the problem?
This question will not appear if 'Other' was chosen on the previous screen.
- How severe is the problem?
- Which side?
- Which memories?

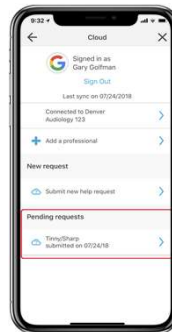


Submitting a Help Request



The Success screen confirms that the Help Request went to the professional.

- A time/date stamp is visible at the bottom of the screen
- The auto-reply message from the professional is also displayed



A 'Pending requests' area will appear on the Cloud screen.

- The request sent to the professional may be viewed by tapping on the request title



Submitting a Help Request VIDEO #4



Good-To-Know

- The professional must respond to a Help Request and the patient must save the preferred settings before another request may be entered
- If the patient taps on 'New Request' with a previous request incomplete, they will receive a notification stating 'Request Limit Reached'
- Help Requests are limited to one at a time.
 - One set of adjustments may address other concerns
 - Professionals do not become overwhelmed by multiple requests from the same patient

INSPIRE

Request Limit Reached

Only one submitted request is allowed. Once your current request is answered, you will be able to submit another. Contact your professional for more.

Done



Step #5 Answering a Help Request





Brand	Name	Completed	Received	Professional
Rayney State	Too Soft/Halfway		2:21 PM	Laura Woodworth
Hall Hestergren	Other		12:12 AM	Michelle Hochstetler
Bent S	Over Mic		Yesterday	Beth Borgstahl

Answering a Help Request

- After the patient has submitted a Help Request, the professional can answer the request by making changes to the hearing aid settings
- New requests populate in the Hearing Care Dashboard under the 'New' tab



Answering a Help Request

- When the provider is logged in to the Dashboard, an ear icon will be visible on the bottom tool bar or in the system tray
- A new Help Request will be indicated by a red dot

Tool Bar (lower left)



System Tray (lower right)



Provider Logged In
New Request(s) Waiting



Provider Logged Off



Provider Logged In
No New Request(s) are Waiting

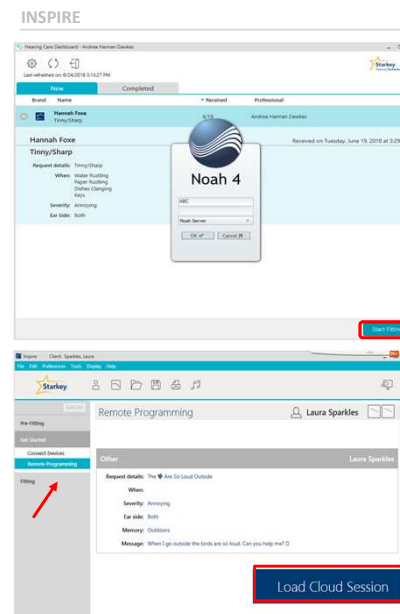


System Could Not Refresh



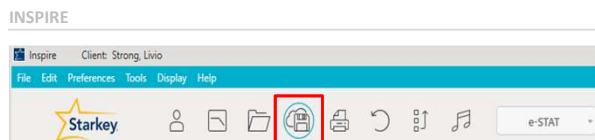
Answering a Help Request

- Open/maximize the Dashboard
- Click on the patient's name to view the request
- If using Noah 4.3 or PatientBase, click the 'Start Fitting' button
- If using a different database:
 1. Select the Help Request in the Dashboard
 2. Open the patient database
 3. Select the patient and launch Inspire
 4. Click 'Remote Programming' on the 'Get Started' screen
 5. Select 'Load Cloud Session'
- Make adjustments to the fitting when Inspire loads

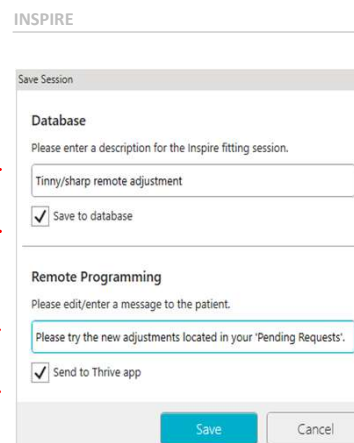


Answering a Help Request

When finished, click on the 'Save Current Session' icon circled in blue on the top toolbar



Two prompts will appear: Save to database and Send to Thrive app (both default selected)



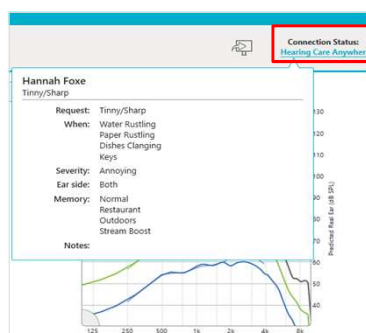


Answering a Help Request VIDEO #5

Good-To-Know

Hovering on 'Hearing Care Anywhere' in the top, right corner of the Inspire software will show the details of the request made by the patient.

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Professionals may adjust professional and custom memories.

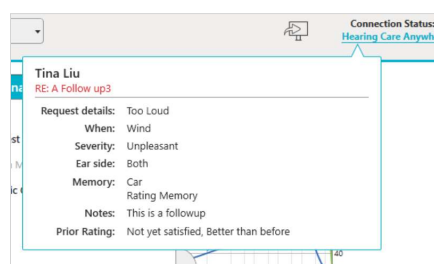
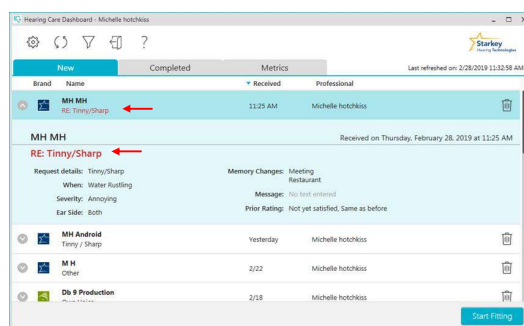
INSPIRE



Good-To-Know

Follow up Help Requests are those created by a patient in response to a previous Help Request. The ability to edit a previous request is provided when the patient enters a satisfaction rating for a previous adjustment of Not Yet Satisfied or Dissatisfied. Red text alerts the professional that the Help Request is in response to a previous request.

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Good-To-Know

Remote programming adjustments may be made for any patient (with the feature enabled) from any fitting computer connected to the internet once the professional is logged in to the Dashboard

INSPIRE

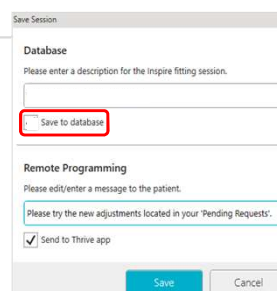


If the fitting computer does not contain the patient's database file, use a 'Test Test' patient when making remote programming changes

OR

Deselect 'Save to database' when saving the remote programming session

INSPIRE



Good-To-Know

Noah does not automatically differentiate a remote programming session from a traditional one.

To identify a remote programming session, begin the title of the session with 'RP' or other preferred designation when saving the session to the database.

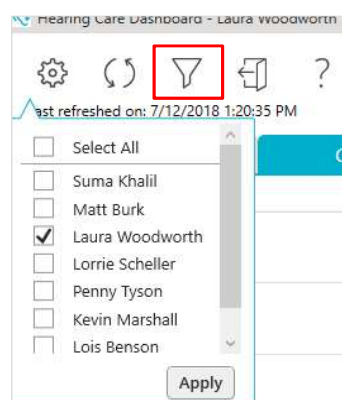
INSPIRE



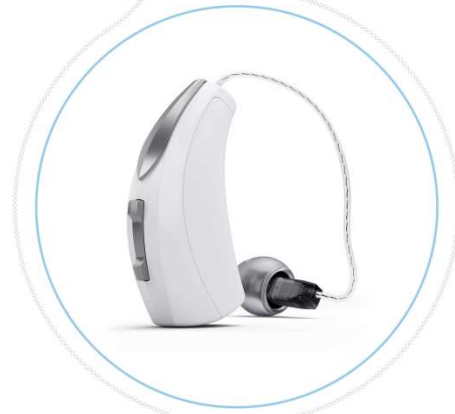
Good-To-Know

- If professionals are grouped together in the Dashboard, the sort/filter option may be used to view the requests for other users. Simply select the person whose Help Requests you would like to see.
- This is advantageous for assisting with Help Requests when providers are out of the office
- Administrators can see and respond to all Help Requests within the organization

INSPIRE



Step #6 Receiving Adjustments from the Provider



Receiving Adjustments from the Professional

- Once the professional has made and saved adjustments to the fitting, the changes are sent to the patient's cloud account
- They are pulled down from the cloud when the patient previews the changes in the Thrive Hearing Control app
- The patient can compare current and new settings in applicable environments and save the best settings to their hearing aids



Receiving Adjustments from the Professional

- Notification of Pending Changes from the provider if enabled on the smart device
- Tap on the notification or open the Thrive Hearing Control app to access the new settings.
 - A red exclamation mark appears near the Settings Menu icon

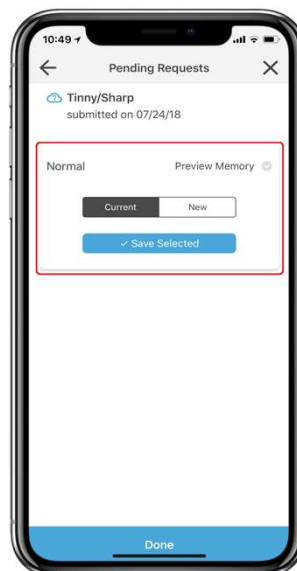


Receiving Adjustments from the Professional VIDEO #6



Good-To-Know

- The patient can compare the 'Current' and 'New' settings for any memory prior to saving the optimal settings.
- Memories may be kept in the preview state for as long as needed (no time limit). Patients should evaluate the hearing aid settings in applicable environments
- The ability to compare settings in any memory is available until 'Save Selected' is chosen
- A new Help Request may only be submitted once all settings related to a Help Request are saved

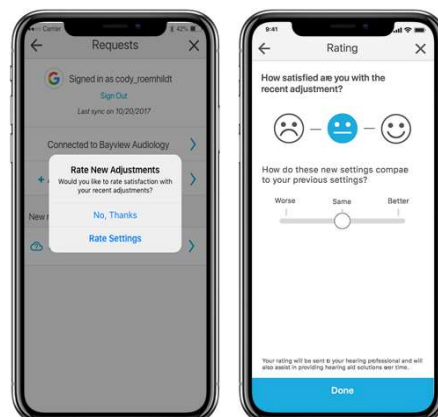


Patient Satisfaction Ratings

- Patients can rate satisfaction with adjustments
- Prompt will appear once
- Once submitted, professionals will see the ratings on the Completed Requests tab in the Hearing Care Dashboard

There are three response options:

😊 Satisfied 😐 Not Yet Satisfied 😞 Dissatisfied

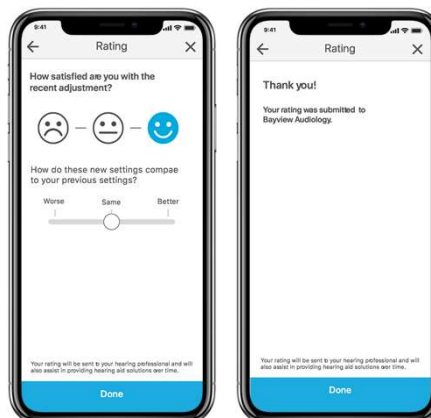


Patient Satisfaction Ratings



Patient

If the user selects 'Satisfied', they receive a thank you.

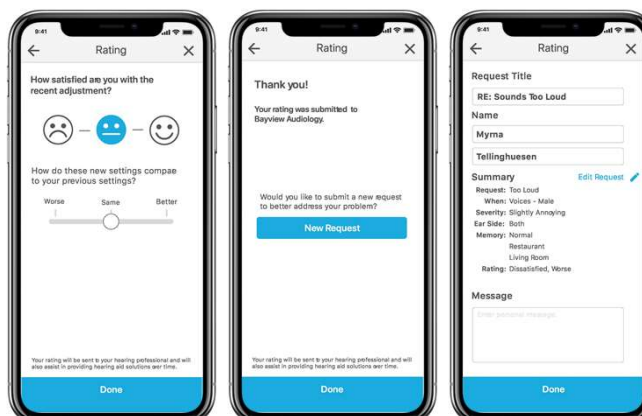


Patient Satisfaction Ratings



Patient

- If the user chooses Not Yet Satisfied or Dissatisfied, they will be prompted to indicate if the new settings are better, the same, or worse.
- After submitting their rating, the user is presented with a thank you and the rating is registered in the Dashboard.
- The user may then elect to submit a New Request for assistance with the same problem.
- If 'New Request' is selected, the user will be prompted to edit the original request.



Step #7 Completed Requests



Completed Requests

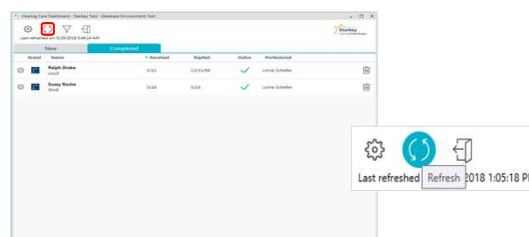
Once adjustments to the hearing aid settings have been sent to the patient, the Help Request moves to the 'Completed' section of the Hearing Care Dashboard. Click on a patient's name to see a summary of the Help Request

INSPIRE

Brand	Name	Received	Replied	Status	Rating	Professional
Starkey	Michelle Hutchkiss Tinsel/Sharp	3:03 PM	3:20 PM	✓		Michelle Hutchkiss
Starkey	Michelle Hutchkiss Top Self/Muffled	2:49 PM	2:54 PM	✓		Michelle Hutchkiss
Starkey	Michelle Hutchkiss Top Self/Muffled	2:44 PM	2:46 PM	✓		Michelle Hutchkiss

The Dashboard refreshes every 15 minutes
Click the 'Refresh' button to update requests sooner if needed (e.g. when practicing Help Request submissions or guiding a patient through the process on the phone)

INSPIRE



Request Status

- ✓ Adjustment(s) accepted
- Changes sent to cloud – waiting for patient to open in Thrive app
- ✗ Adjustment(s) declined
- ooo Adjustment(s) status is mixed (Some accepted/rejected)
- 👁 Patient has opened adjustments in Thrive app to review

INSPIRE

Hearing Care Dashboard - Brett Borgstahl - Database Environment: IntegrationAlpha

Starkey Hearing Technologies

Last refreshed on: 12/4/2018 6:42:03 AM

Brand	Name	* Received	Replied	Status	Rating	Professional
Glitter Sparkles	Too Loud	Yesterday	6:34 AM	✓		Brett Borgstahl
Brett B	Tinny / Sharp	11/21	11/21	✓		Brett Borgstahl
Tina Liu	Not A Follow up3	11/14	11/14	ooo	👁	Brett Borgstahl

Tina Liu
Received on Wednesday, November 14, 2018 at 2:59 PM
Replied on Wednesday, November 14, 2018 at 3:01 PM

Not A Follow up3

Request details: Too Loud
When: Wind
Severity: Unpleasant
Ear Side: Both

Memory Changes: Car - Declined
Rating Memory - Accepted
Message: No text entered
Rating: Not yet satisfied, Better than before

Tina Liu Not A Follow Up 2 11/14 11/14 ooo 👁 Brett Borgstahl

Tina Liu 11/14 11/14 ooo 👁 Brett Borgstahl



Ratings

- 😊 Satisfied
- 😐 Not Yet Satisfied
- 😞 Dissatisfied

DASHBOARD

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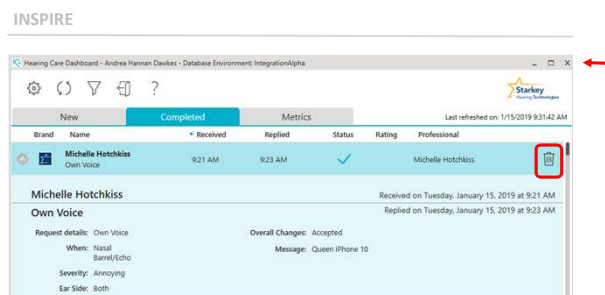


Completed Requests



Professional

- Completed Help Requests may be deleted by clicking on the trashcan icon.
- If completed requests are deleted, they will not be included in the Metrics data.
- Minimize the Hearing Care Dashboard when not in use or close it using the X in the top, right corner of the screen.

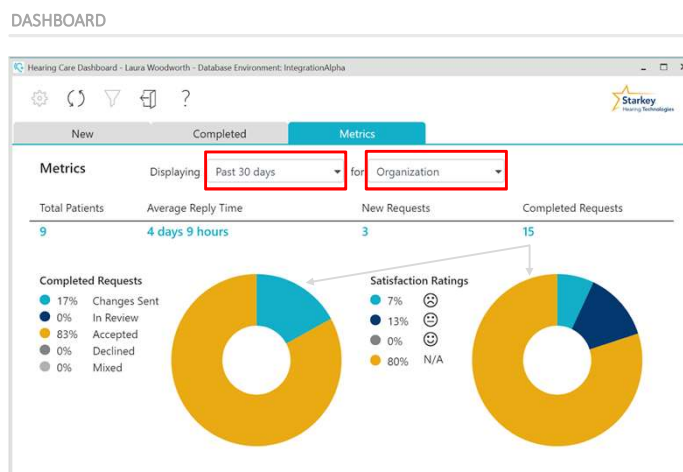


Metrics



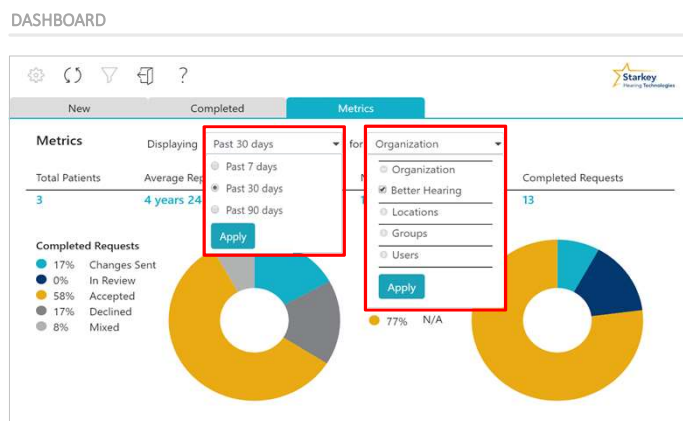
Dashboard Metrics

- Total Number of Unique Patients
- Average Reply Time
- Number of New Requests
- Number of Completed Requests
 - Status of Completed Requests
 - Satisfaction Ratings



Dashboard Metrics

- Analysis window may be adjusted: Past 7 days, 30 days (default), 90 days
- Data may be obtained for the entire organization (default), locations, groups, or individual users
- Metrics for individual users may be compared



2019 Updates to Hearing Care Anywhere

NEW PROFESSIONAL BENEFITS

- Email notification of new Help Requests
- Support for multi-location practices with the ability to have more than one name, address, and phone number appear in the Thrive mobile app
- Patient satisfaction ratings for remote programming in the Dashboard
- Remote programming Metrics

NEW PATIENT BENEFITS

- Access to the office details specific to their provider in the Thrive app
- Satisfaction ratings for remote programming adjustments
- Ability to request a new Help Request related to a previous Help Request



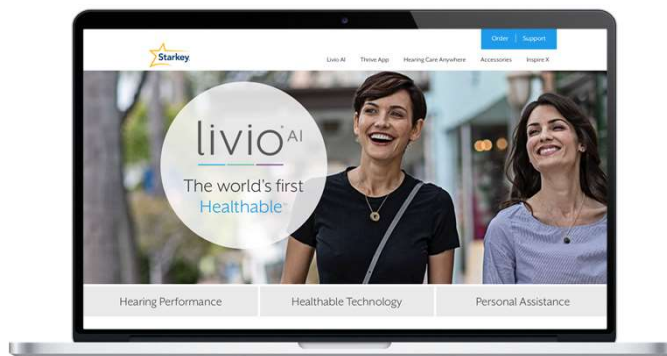
Hearing Care Anywhere Resources

Hearing Care Dashboard
Registration & Management

Hearing Care Anywhere Remote
Programming System

Hearing Care Anywhere Help Requests

Livio AI/Livio Website:
StarkeyPro.com/Livio-AI



Learn More

"Evolution of the Hearing Revolution"

Inspire 2019: Evolution of Programming Software"

"Evolution of Rechargeables: Starkey's Lithium Ion Solutions"

"Fall Detection"

"Lasting Connections: Starkey Hearing Technologies 2.4 GHz Wireless Accessories"

"Hearing Reality Sound Quality Features"

"Livio AI CROS System"

"Hearing Care Anywhere: Revolution in Remote Programming"



Thank You

